

E-Government Quarterly Report
Third Quarter FY04
Gerry Wethington, CIO

E-Government Portal Update

Missouri portal has over twenty-two online services available and is working to expand the number of services. The “Starting a New Business” project continues to move forward as a multi-agency initiative. Working with the State Data Center, the project will be a pilot for a new infrastructure that will allow real-time cross-agency transactions. When complete, this will allow citizens the ability for one-stop services and information for business startups.

E-Government Business Oversight Committee

The committee met for its quarterly meeting on March 12 with representation from the business and technical areas within the agencies. Gerry Wethington updated the committee on the e-mail consolidation efforts and the project assessment quotation that is currently underway for an active directory associated with e-mail consolidation.

Hannah Mao is developing an e-government scorecard tool. This tool will assist Missouri in evaluating its online services and information similar to the work conducted on a national basis by Brown University. The assessment tool will serve to point out successes and areas of improvement for Missouri’s portal.

Ron Thomas provided the committee with a review of e-services available in Missouri cities and counties. Missouri consists of 114 counties and one independent city. Currently 25 counties have a website presence, but only three of those counties offer e-services. If counties offer e-services, it is typically in the area of paying for taxes, traffic tickets, or various licenses and permits. There are 946 cities in Missouri and of those cities there are 119 cities with a population of 5,000 or greater. Only 19 cities offer one or more e-services. Like the counties, these e-services typically fall in the area of tax and services collection as well as licensing and permits. Opportunities for public/private partnerships are being explored to assist the cities and counties in expanding their e-service offerings.

.GOV Initiatives

The move to the e-mail naming standard of mo.gov continues for the agencies with a deadline of June 30. The agencies have been notified to keep the old e-mail addresses active until December 31 in order to make an easier transition to the new addresses. When complete, there will be a single, intuitive e-mail naming convention for all state agencies.

The Missouri Adaptive Enterprise Architecture’s e-mail domain committee’s work is now complete with a review by the Architecture Review Committee (ARC) presented to the ITAB for approval. It was determined the state’s direction will be to standardize on the Microsoft Exchange e-mail system with a migration process to span a five year period. An effort is underway to estimate the cost savings and migration costs as well as a migration plan and timetable.

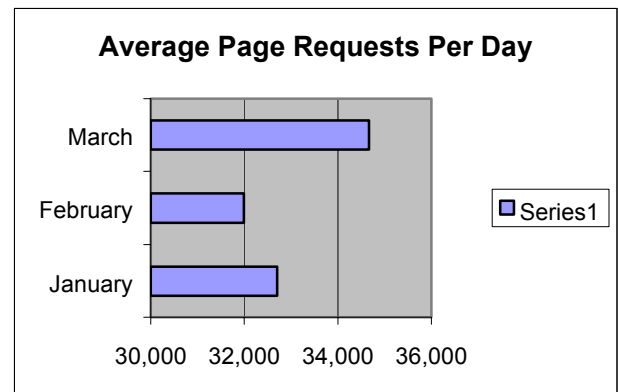
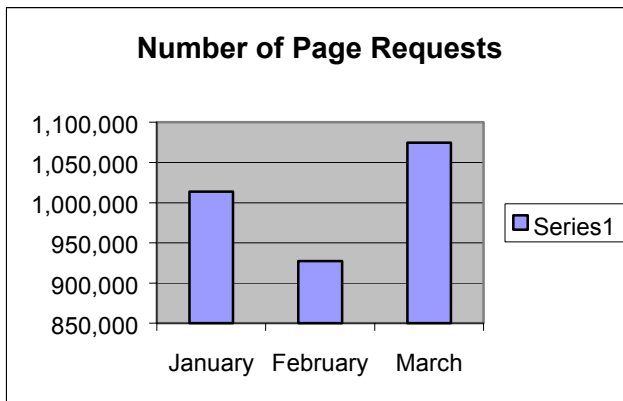
Multi-Agency Data Dictionary Initiative

An important step toward building online e-services that cross multiple agencies is agreement among those participating agencies to use standard data elements. In an effort to coordinate and deliver services across Missouri's public benefit agencies, a multi-agency data dictionary effort is underway to secure a project assessment quotation (PAQ) that will result in identifying common data elements and obtaining agreement for data standards.

The six public benefit agencies involved in this effort are DMH, DHSS, DSS, DESE/Vocational Rehabilitation, DOLIR and DED. Consulting bids for the multi-agency data dictionary have been received and are now in the evaluation process. Discussions concerning allocation of costs across agencies are in the beginning stage and will be dependent upon the proposed cost of the awarded vendor. Once the data dictionary and an architectural rendering of an initial development phase for a secure, online client application form is complete, then work can move forward to making this online service a reality.

E-Government Website Statistics

The statistics below reflect the number of pages visited on the state's e-government portal, missouri.gov, during the third quarter of FY04.



E-Government FY04 Year-to-Date Financial Information

FY02 Appropriated	Expended	Balance
\$2,043,615	\$1,777,074	\$266,541

A total of \$304,065 was withheld from the e-government funds during 1st quarter FY04.

In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a beginning balance of \$2,043,615.